

Dear Ms. Marlene H. Dortch,  
This is a complaint regarding Video Relay Services (VRS) that affect us, Deaf population, in reduced hours due to FCC reduced reimbursement rate.

It have impact me as a deaf individual who use VRS for business related. The cut back by VRS providers have created hardship for me to perform my duties as a State Coordinator of Services for the Deaf.

I urge you to review the recently ruling 98-67 proceeding and reconsider the decision. This service have greatly enhance my ability to place phone calls via sign language much effectively than text mode. The hearing people who recieved my phone calls via VRS doesn't even noticed and it help greatly.

Now with cut back hours and services that VRS provider have negatively impact on us. More waiting time, less access, what more the time zones also have negatively impact in my area.

I would appreciate FCC reconsider the ruling and return our VRS into a more appropriate needs to meet our needs.

Thank you,

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